US Army Space & Missile Defense Command

AFAP Conference

2 -6 August 2004

Army Community Service (ACS) Family Readiness

Army One-Source

- Toll-free, 24/7 telephone assistance
- Internet access
- Face to face counseling
- Anytime, Anywhere

800.464.8107 or on the web at www.armyonesource.com
(user ID: army / password: onesource)

Mobilization/Deployme

Pre-Deployment:
- **Briefings**
- **SRPs**
- **AFTB classes**
- **Test communications**

Reunion:
- **Briefings**
- **Links to Chaplains /Community Agenci**
- **Assistance & Follow-**

- *Family Readiness Group Leader and Rear Detachment Training*
- ***Establish Family Assistance Centers tailored to needs***
- ***Inter Service Family Assistance Committees***

- ***Family Readiness Contributes to Unit Readiness***

- ***www.goacs.org***

MyArmyLife too .com

Your one-stop solution to life in the military

connect. grow. contribute. lead.

- Get Connected
- Access to Services
- Personal Development
- Search

POWERED BY SOLD

Today's Army Family in Today's Environment

- **Dual careers – 52% of spouses employed**
  - ✓ Emerging social trends; changing demographics
- **Higher aspirations and expectations**
  - ✓ Higher standard of living
- **Better educated and informed**
  - ✓ Through improved technology/Internet
- **Increasing demands – child care, youth programs, community services, youth education**

- **Global War on Terrorism**
- **Economic Environment**
- **Increase reliance on National Guard and Reserve**

Spouse Satisfaction
with the military plays into re-enlist decision

Celebrating 20 Years of Success!

AFAP

Spouse Action Groups (1970s)

Chief of Staff National Symposia (1980, 1981, 1982)

Army Family Action Plan Conference (July 1983)

Army White Paper,

“The Army Family” (1983)

ARSTAF Actions

AFAP EVOLUTION

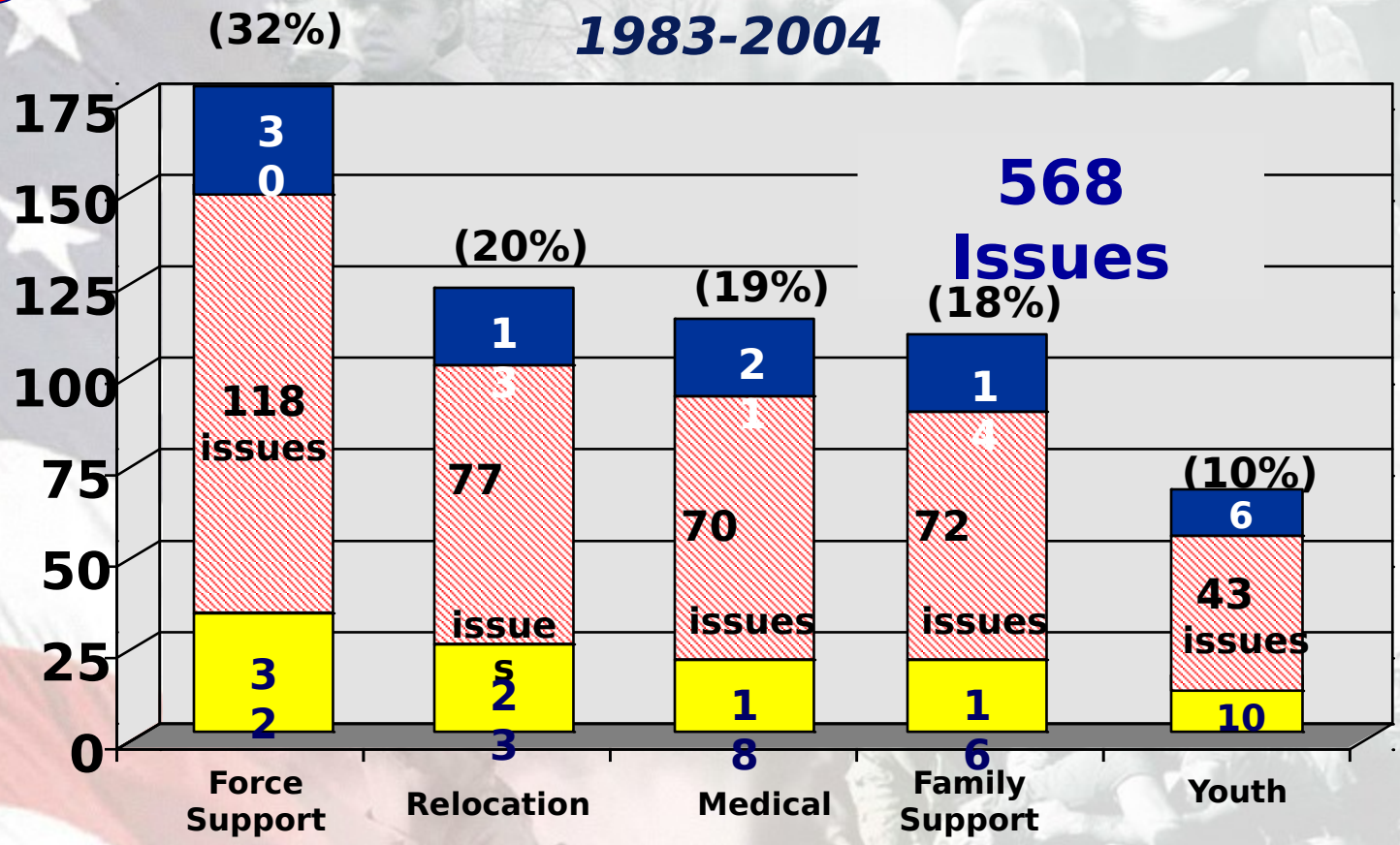
Army Family Action Plan

How It Works

Process begins here
Installation/Unit AFAP Forums
Issues beyond authority of Installation CDR go to MACOMs
MACOM, ARNG, USAR AFAP Conferences
Issues beyond authority of MACOMs go to HQDA
Worldwide AFAP Conference & AFAP GOSC
AFAP In-Process Review of Active Issues (Sep)
Issues not prioritized returned to MACOM with disposition
AFAP In-Process Review of Active Issues (Mar)
Spring (May) AFAP GOSC
• Active Duty
• ARNG/USAR
• Family Members
• Retirees
• Civilians

AFAP gives leaders the means to assess problems quickly and respond to them immediately

Status of AFAP Issues



92 changes to legislation

134 revised policies or regulations (DOD/Army)

153 improved programs or services

5 Issues Combined

AFAP Successes

568 issues have entered the HQDA Army Family Action Plan, resulting in:

- **92 changes to legislation such as:**
  - Authorized TRICARE for Life (for Medicare eligible retirees)
  - Replaced Variable Housing Allowance with Basic Allowance for Housing
  - Authorized Dislocation Allowance (for 1st PCS move)
  - Authorized Temporary Lodging Expense (for 1st PCS mov
  - Created RC and Retiree dental plans
  - Authorized SGLI increase (from $50K to $200K)

- **134 DoD or Army policy and regulatory changes such**
  - Authorized Reserve Component ID Card
  - Reduced CONUS TRICARE regions (from 11 to 3)
  - Established guidelines for Family Readiness Group newsletters
  - Established Family Readiness Group policies: funding, reimbursements
  - Stabilized Soldier during son or daughter high school senior year

- **153 new or improved programs or services improvements such as:**
  - Created minimum standards for Army child care
  - Developed Operation READY materials

AFAP Issues -- Trends and Results

1984 Issues (1st AFAP)	2002 Issues	2003 Issues
19% Family Support	25% Medical/Dental	20% Entitlements
19% Relocation	21% Entitlements	19% Medical/Dental
12% Civilian Employment	11% Relocation	13% Family Support
12% Medical/Dental	9% Civilian Employment	12% Force Support
12% Child & Youth	9% Family Support	11% Civilian Employment
10% Housing	8% Force Support	9% Child & Youth
14% Other	17% Other	16% Other

Conference	2002 Conference	2003
Deployment issues	5% (8 issues)	17% (18 issues)
Reserve Component issues	13% (19 issues)	13% (13 issues)

Deployment/RC related Issues prioritized at Nov 03 AFAP Conference:

- Employment Protection for Spouses of Mobilized or Deployed Service Members
- Lodging and Subsistence for FMs of Hospitalized Service Members
- Mortgage Relief for Mobilized RC Service Members
- HEROES Act Awareness for RC
- Family Readiness Group Training
- Family Readiness Group Deployment Assistant
- Unit Ministry Team Force Structure

Nov 03 HQDA AFAP Conference Results

Top 5 New Issues:

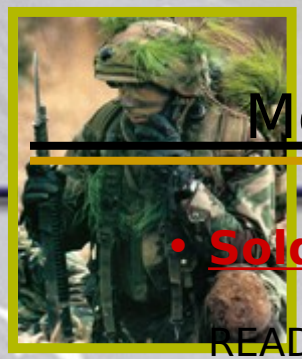
1. Survivor Benefit Plan and Social Security Offset
2. Mortgage Relief for Mobilized RC Service Members
3. Death Benefits for Stillborn Infants
4. Lodging and Subsistence for Family Members of Hospitalized Service Members
5. Mandatory Review of Weight Allowance for PCS Moves

Top 6 Active Issues:

1. Distribution of Montgomery GI Bill Benefits to Dependent (#497)
2. In-State College Tuition (#521)
3. Pay Table Reform (#461)
4. Modification of Weight Allowance Table for Enlisted Personnel (#457)
5. Retirement Dislocation Allowance (#528)
6. Inferior HHG Shipments (#307)

4 Most Valuable Army Services:

1. Medical/Dental Services
2. Army Family Action Plan
3. Army Community Service
4. Commissary



OEF/OIF Key Strengths

Mobilization, Deployment, Family Readiness

- **Soldier and family preparation for deployment/reunion (x8)**

  Soldier Readiness Processing (SRP), Pre-deployment Preparation (PRP), Operation READY, reunion briefings, and RC pre-deployment training help eliminate stress.

- **Communication between Soldiers and family members (x5)**

  Affordable communication (e-mail, VTC/web cams, satellite phones, Internet access and Internet Cafés) from theatre to home station provides real-time interaction and reassurance to the family and deployed Soldier.

- **Effectiveness of Army Community Service (ACS) (x4)**

  Information and resource referral provided by Army Community Service (ACS), Family Readiness Groups (FRGs), Army Family Team Building (AFTB), and Town Hall meetings provide timely and accurate information and support to Soldiers and families.

- **Command support for Family Readiness Groups (FRGs) (x3)**

  Commanders understand and support and the value of FRGs and well-informed families. Strong leadership communication and involvement in Soldier and family readiness enhances Army readiness.

- **Local civilian and community support (x3)**

  Community support for the military has increased morale, reduced stress and eased financial burdens.

Note: (X#) indicates number of times work groups submitted an item

OEF/OIF Key Weaknesses

Mobilization, Deployment, Family Readiness

- **Media reporting of casualties (x4)**

  Lack of media sensitivity in reporting detailed information about military injuries and deaths prior to official notification results in family member anxiety.

- **Changes in deployment/redeployment dates (x3)**

  Fluctuation in mobilization, deployment, and rotation dates cause unrealistic expectations and disappointment. An accurate redeployment schedule is critical.

- **Deployment counseling (x3)**

  Lack of consistent and continuous pre- and post-deployment training and counseling may have an adverse impact on Soldier and family well-being as well as mission accomplishment.

- **Rear detachment (RD) training (x3)**

  In some cases, RD personnel are not trained to deal with family issues, are not empathetic to their needs, and lack awareness of available services and programs. Selecting an training the RD Commander should be a top priority.

- **Commanders and Family Readiness Groups (FRG) (x3)**

  Emphasis on FRGs should be included in all leadership training. FRGs need accurate information, training and support. Selection of the FRG

Purpose of the AFAP Conference

Delegate Responsibilities

REPRESENT THE GLOBAL ARMY FAMILY

IDENTIFY AND PRIORITIZE ISSUES

SPREAD THE WORD

You CAN make a difference – make your voice heard!

SMDC's Contributions to AFAP

5 issues forwarded to Nov 03 HQDA Conference

2 entered the HQDA AFAP:

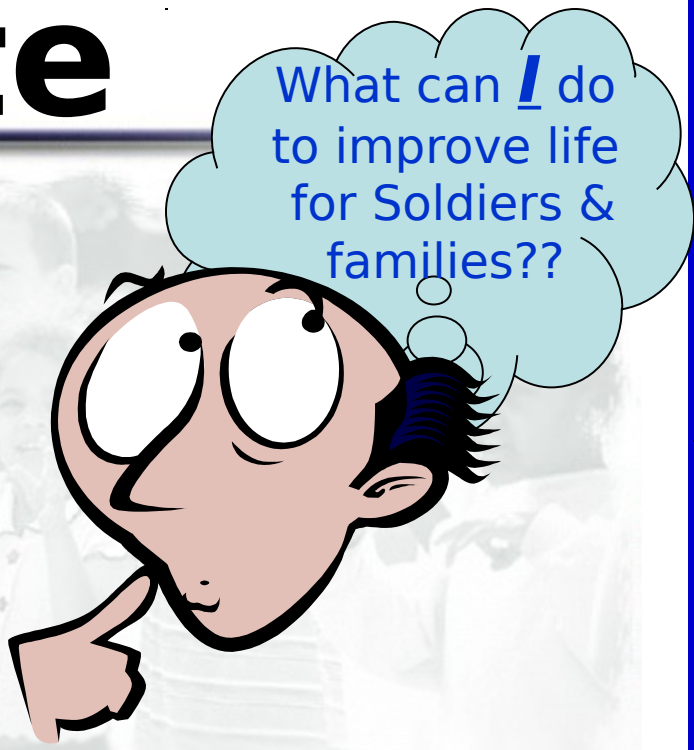
Issue #546, "Funding for Army-wide Arts and Crafts Progra
Issue #555, "TRICARE as Secondary Payer for Retirees."

SMDC has a strong and committed Family Program structure

SMDC historically has been very successful entering issues into HQDA AFAP

Ms. Ronda Thomas (AHSCHR) (DSN) 645-3855 mailto:ronda.thomas@cpg.army.mil (256)

The Delegate



What do I do??

- Represent a point of view
- Decision maker

"How to"

- Respect others opinions and positions
- Listen to what others are saying
- Remain objective

What to avoid

- Being negative, defensive, forming "cliques"

The Facilitator

What do I do?

- Neutral steward
- Activity director -- keeps group on course
- Protector/cheerleader/helper

How do I do that?

- Define everyone's role
- Establish and enforce ground rules
- Positive, flexible, supportive

What should I avoid?

- Evaluating or contributing ideas
- Talking too much!

The Recorder

What's my job?

- Group "Memory"
- Captures group's ideas
- Helps group focus

How do I do it?

- Capture key words and basic ideas
- Large, clear print -- be creative (use color)

What should I avoid?

- Contributing your own ideas (or using body language)

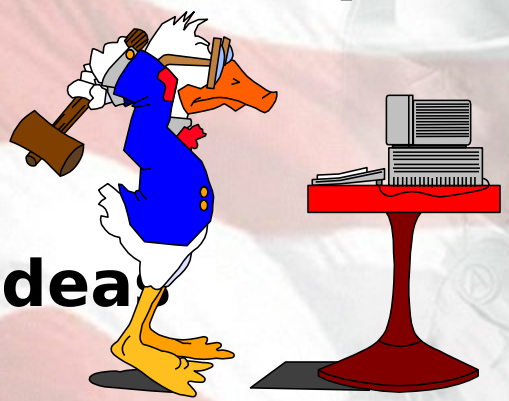
The Transcriber

What's my job?

- Transcribe daily discussions
- Complete Final Issue Papers
- Prepare Report Out slides

How can I do that?

- Capture discussion points
- Use templates provided for final products



Avoid

Contributing your own ideas

The Issue Support Person

What should I do?

- Help work group with ideas/suggestions for clarity
- Ensure issue is not currently being worked

How can I do that?

- Establish a “strategy” for providing information to group
- Be positive & encouraging--not authoritarian
- Use Issue Update Book and Issue Checkl
- Encourage delegates to review the Issue Development Checklist

What should I avoid?

- Stepping into the facilitator’s role
- Contributing your own ideas; writing the issue yourself

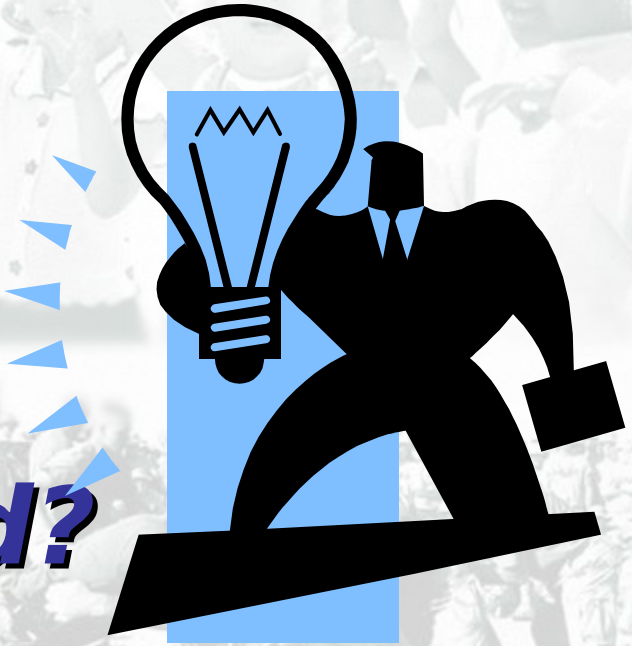
The Subject Matter Expert

How do I help?

- Provide information. (Know when you "don't know")

How can I do that?

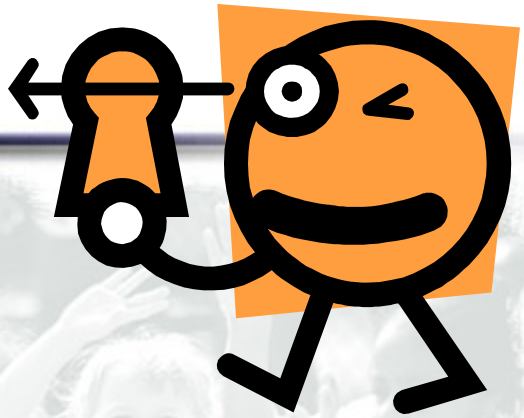
- Remain positive and helpful
- Suggest alternative approaches
- Be open to ideas



What should I avoid?

- "Dictating" -- role is to advise
- Being defensive or negative
- Trying to "beat the system" -- volunteering to work

The Observer



Where do I fit in?

- Watch the discussions
- Share your opinions with the Facilitator or Issue Support Person

How can I do that?

- Remain quiet as a

What should I avoid?

- Contributing ideas or showing body language
- Noisy entrances and exits

Group Dynamics

YOU WILL HAVE FUN !

Mob

No shared vision
No real interaction
Disorganized

Command Directed

Group

Common goal
Formal leadership
Rules established
Interaction

Group Leadership

Team

Shared vision & leadership
Group identity
"Buy-In"
Trust

Levels of Consensus

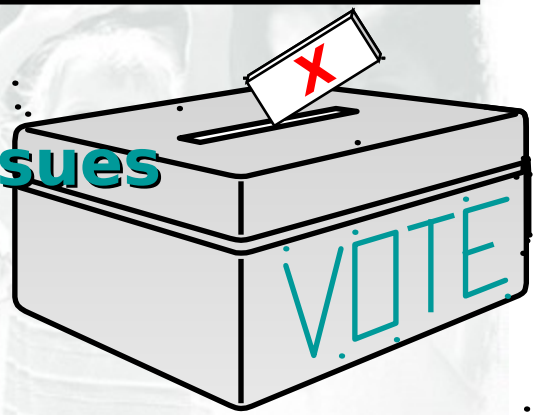
Low – *"My voice was heard, the decision is not my preference; I will not oppose the decision".*

Moderate – *"My voice was heard; the decision process was fair; I can live with process and will do what to support it."*

High – *"I fully support the decision"*

Prioritizing & Voting

- Spokesperson for each Work Group reports out: 6
  - Most important workgroup issues
  - 6 Critical Active AFAP Issues



- Delegates collectively vote for highest priorities

Identify 5 Top Conference Issues

Top 4 Services Critical Active AFAP Issues

Title

What's it all about?

- Summarizes the issue.
- Is short -- but not so short that the content is not defined.
- Is not a sentence – and contains no verbs
- Doesn't place a "value" on the subject.

You don't have to write the title first!

Titles

"Soldiers Do Not Qualify for Family Subsistence Supplemental Allowance (FSSA) in High Cost of Living Areas"

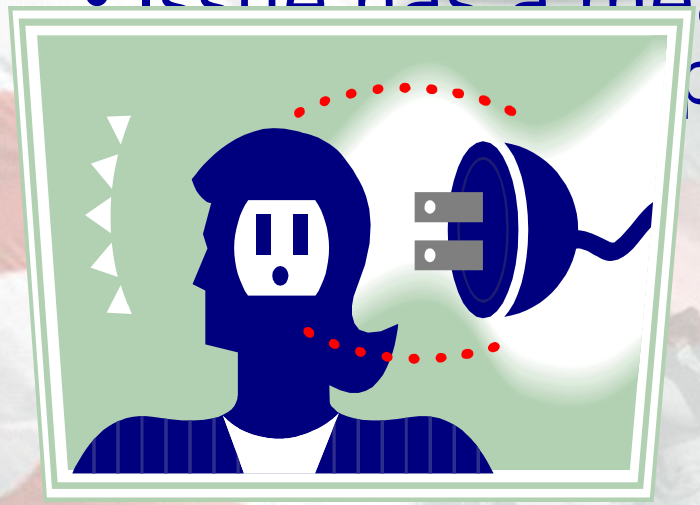
"Limited/Low Quality TRICARE Authorized Providers"

"Revision of Soldiers' and Sailors' Relief Act"

"Mortgage Relief for Mobilized Reserve Component Service Members"

Issue Criteria

- Issue has broad impact and is within the purview of your command, HQDA or DoD to influence.
- Issue is attainable after considering current political and resource environment.
- Issue has a measurable objective with an product.

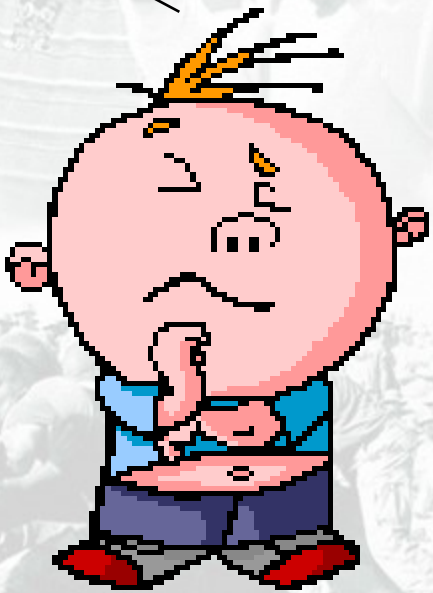


- Issue does not duplicate an active HQDA AFAP issue or an issue that has been addressed in the

Scope

Hint:
At least **3** sentences:
what's the problem,
how & **who** it affects,
why it's a problem!

- A paragraph with at least 3 sentences:
  1. Statement of the problem
  2. Validation -- facts or information
  3. Impact – why it's important
- Is understandable to an outsider.
- Identifies one valid problem



Scope

"First Draft"

The Soldiers' and Sailors' Relief Act is limited to deferment of student loans and a reduction of debt interest rates to 6% but does not address monthly mortgage payments for mobilized Reservists and National Guardsmen. This causes extreme financial hardship, which effects the soldier, and in turn affects the mission.

Scope

“Final Version”

The Soldiers and Sailors Civil Relief Act does not address the disparity between mortgage payments and the Basic Allowance for Housing provided to the Reserve Component service member. Approximately one-third of mobilized RC service members suffer a significant decrease in compensation when they are mobilized. The loss of income impacts the service member’s ability to meet monthly mortgage payment obligations.

This issue was prioritized as a Ten Five Issue at

Impact Sentence

(the last sentence in the Scope)

IMPACT

For an issue requesting information on retirement benefits) . . . The lack of such information negatively impacts retention.

For an issue asking for changes to Basic Housing Allowance). . . As a result, soldiers have an increase in financial hardships, are living in inadequate housing, increasing their use of credit, requesting AER loans more often for essential living expenses and having difficulty meeting all their financial obligations.

End with Impact – don't Over-react!

Conference Recommendations

- Tell what you want – not how to make it happen

- Prioritize! Three (or fewer) recommendations.

- Start with a strong, descriptive verb and end with a measurable end product.

Explanations belong in the Scope.

With AFAP, it's all in the words!

Which column lists "strong action verbs"?

Create	Monitor
Provide	Encourage
Authorize	Survey
Assign	Review
Develop	Seek
Prepare	Consult
Publish	Coordinate
Require	Explore
Eliminat	

- DoD should develop and promulgate a policy that provides protection from identity theft for all ID Card holders.

- Relook barracks occupancy calculation.

- Allow RC service members to defer the existing mortgage payment on the family's primary residence in excess of the Basic Allowance for Housing for the duration of mobilization and/or deployment.

Always think end product – what will be the result.

Conference Issue Paper

Title: Annual Vision Readiness Screening

Scope: The Army has a vision readiness problem. Current mission requirements mandate a higher standard of vision readiness. Mobilization delays exist due to soldiers not meeting vision readiness standards. Timely deployment and safety are compromised by the necessity of last minute vision testing and the delay in issuance of corrective eyewear.

Recommendation:

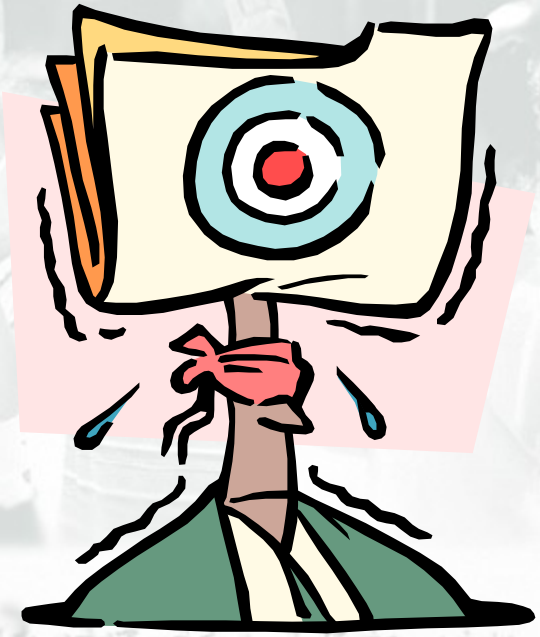
1. Require annual vision readiness screening for all soldiers, active component/reserve component (AC/RC), and fund required follow-up exams.

2. Issue military eyewear when necessary.

Title

Scope

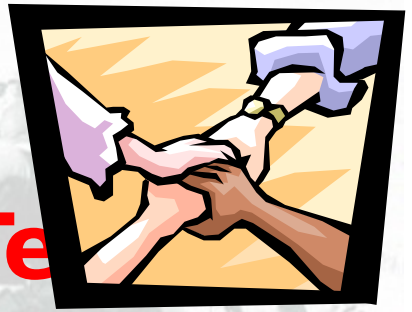
Recommendations



Your issue must be able to be understood by someone who was not in your workgroup

Resources

- Issue Update Book
- Issue Development Training
- Issue Development Checklist
- Subject Matter Experts
- Work Group Management Te
- Conference Staff



Army Family Action Plan Conference
Issue Disposition

Issue Title: _____

Submitting MACOM: _____

Subject Matter Expert: _____
Name / Office symbol / Phone #)

Was this issue prioritized by the group as a critical issue?

_____

Issue's new title (if one of the Top 3 in your group) _____

Were similar issues (same concern) submitted to this AFAP conference?

_____

Indicate issue # and title of similar issue: _____

Issue clarity

Was the issue clearly written? Did delegates understand this issue? If not, what was the problem in fully understanding it?

_____
_____
_____

DISPOSITION

Identify the primary reason(s) the work group did not prioritize this issue. Please be specific – these comments are returned to the submitting organization. (Write N/A if issue was prioritized as one of the Top 3 work group issues).

_____
_____
_____
_____

AFAP Wants You!

- Submit issues
  - ✓ Solicit issues from others
- Volunteer
  - ✓ Serve as an advisor
  - ✓ "FRTI"
  - ✓ Be a delegate
  - ✓ Assist with a conference
- Be an ambassador

"We find ourselves in the AFAP 20th year, supporting an Army at war. At no time in my recent memory has a program like AFAP been more important to the overall success of our Army."

GEN George W. Casey
Vice Chief of Staff, Army
Nov 2003 AFAP Conference

THE BOTTOM LINE:

Don't forget -- you are the voice of our Army.

AFAP enhanc[illegible] voic[illegible]

Speak [illegible]!

ARMY FAMILY ACTION PLAN

HQDA Worldwide Conference
14 - 19 November 2004